

Consumables

This section covers basic printer operation, such as loading paper, transparencies, labels and envelopes; replacing toner cartridges; and using various kinds of print media.

Feeding Media

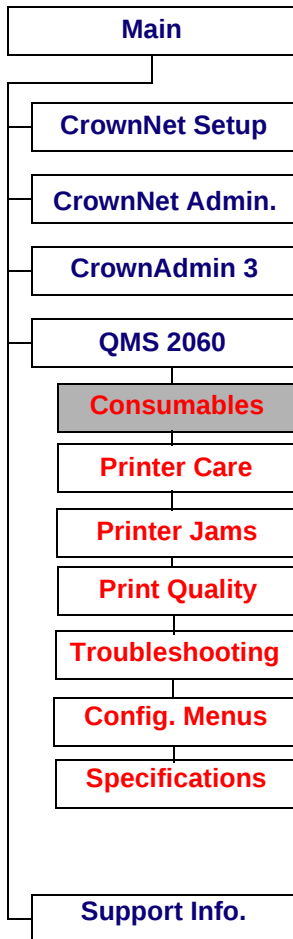
There are two ways of feeding media into your printer:

- Automatic (from the cassettes)
- Manual feed (from the multipurpose tray)

Automatic

The printer automatically pulls media from the cassette(s) at the front of the printer. The cassette(s) handle media as light as 16 lbs (60 g/m²) or as heavy as 24 lbs (90 g/m²).

See “[Loading the Media Cassette,](#)” for details on how to load the cassette.



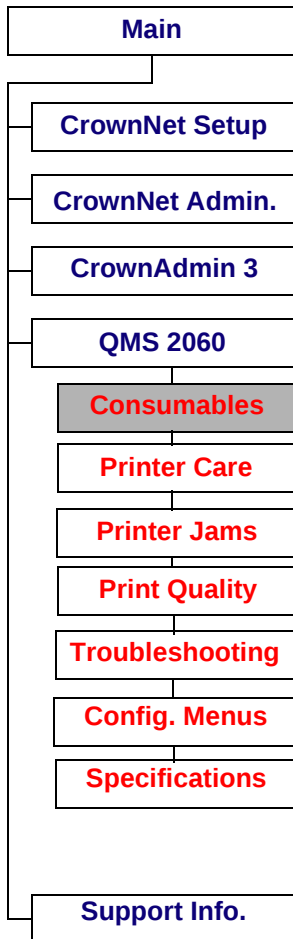
Manual Feed

Manual feed is the method of feeding single sheets or small increments of media from the multipurpose tray only. Media weight can range from 16 to 42 lbs (20 to 157 g/m²).

Manual feed is very useful for

- Envelopes
- Labels
- Letterhead and memo paper
- Odd-sized media (cut sheets)
- Postcards
- 13x22 Broadsheet
- 13x26
- Heavy-weight labels and envelopes

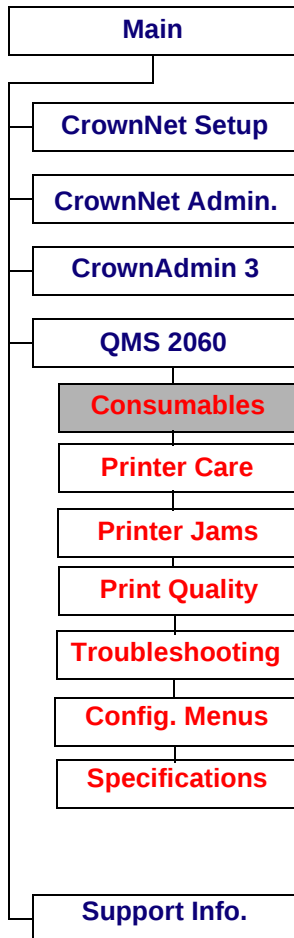
The multipurpose tray is also especially useful if you want to print on a single sheet of letterhead or colored media without changing the media in the media cassettes.

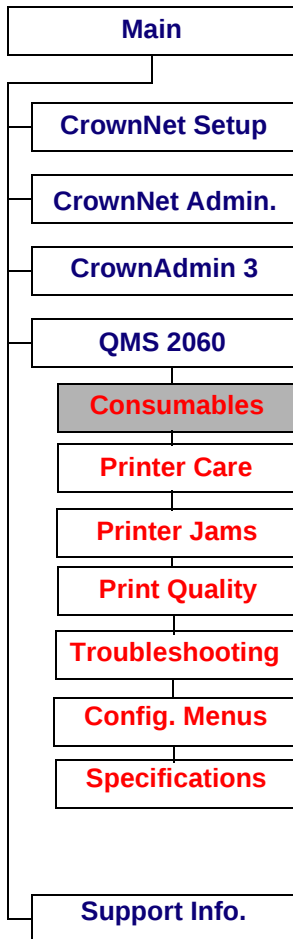


Preventing Media Jams

There are several things you can do to reduce the occurrence of media jams:

- Use paper, envelopes, labels, postcards, transparencies that match the printer specifications. (See the “[Consumable Supplies](#)” section of [appendix B, “Technical Specifications,”](#) in the *Reference*, for more complete information.)
 - Make sure the media is not folded or wrinkled.
 - Do not overfill the multipurpose tray or the cassettes. The multipurpose tray holds about 150 sheets of 20 lb (75 g/m²) paper, 5 transparencies, 10 envelopes, 10 sheets of letterhead or thick paper, or 10 labels; the universal cassette holds up to 250 sheets of paper, and the 500-sheet cassette holds up to 500 sheets of paper.
 - If you have problems with double feeding, remove the media from the tray or cassette and fan the edges. The sheets may be sticking together.
- » **Note:** *Do not fan transparencies since this causes static.*
- Store print media away from moisture and humidity. The recommended relative humidity is 15%-85% with no condensation.





- Place media correctly in the tray or cassette. Many manufacturers place an arrow on the end of the wrapper indicating the side of the media to use for printing. If you cannot determine which side of the media to print on, remove the media from the cassette, rotate the stack a half-turn, turn the stack over, and then place it back in the cassette.
- If none of the above relieves media jamming, notify your vendor.

Loading the Media Cassette

The QMS 2060 Print System comes standard with either a 500-sheet letter/A4 cassette or a 250-sheet cassette, depending on the model ordered. These cassettes are interchangeable and therefore can be either in the upper or lower position.

Basically, loading media in either cassette involves the following steps:

- Prepare the paper
- Load the cassette

Prepare the Paper

- ▲ **Caution:** *Ensure that the media size matches the cassette size (for example, letter/A4 media must be loaded only when the letter/A4 cassette is inserted or the universal cassette is set to letter/A4 size). Since the media cassette sends a media size signal to the printer controller, using a wrong size media will cause your image to be positioned incorrectly on the page or clipped.*

1 Unwrap the paper, pull the stack out, and then with one hand at each end of the stack, lift and hold it in a curved position.

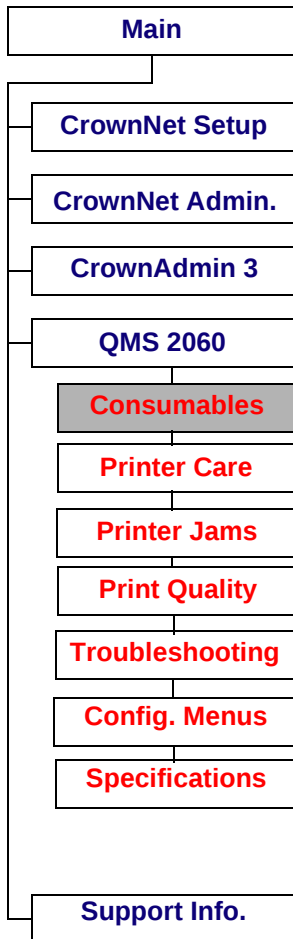
- » **Note:** *Paper is packed in reams of 500 sheets. Do not unpack the paper above the printer as this might cause particles to fall into the printer components. Note the arrows on the wrapper. They show which side of the paper should be on the top when it is loaded in the cassette.*

2 Grip each end of the stack firmly.

3 Straighten the stack, and then roll the fanned sheets from side to side to get air through the sheets and prevent static buildup.

4 Take off the top and bottom sheets

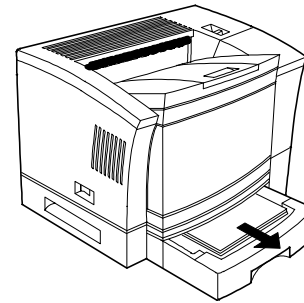
The top and bottom sheets sometimes have residual glue buildup that could cause the printer to jam.



Loading the 500-sheet Cassette

» **Note:** Reload media cassettes only when the printer is not actively printing.

1 Pull out and remove the cassette.



2 Position the cassette.

Main

CrownNet Setup

CrownNet Admin.

CrownAdmin 3

QMS 2060

Consumables

Printer Care

Printer Jams

Print Quality

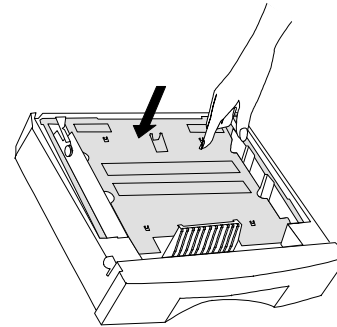
Troubleshooting

Config. Menus

Specifications

Support Info.

The cassette has a spring in the bottom that provides some resistance when print media is placed on it. Lay the cassette flat on a hard surface and, using your left hand, push down on the plate in the cassette until it locks.



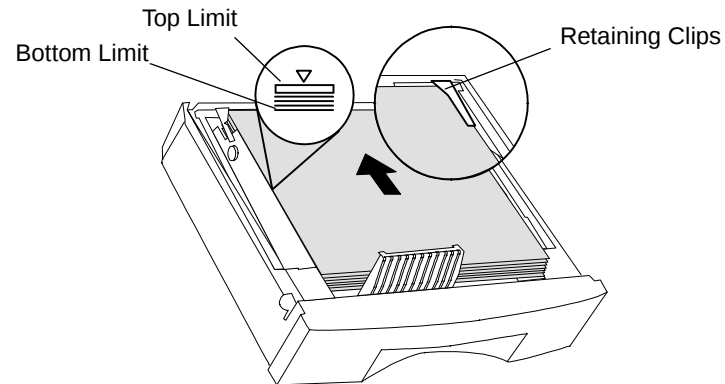
3 Load media in the 500-sheet cassette in increments so that the 500 sheets fit in the cassette and the media stack is properly leveled out.

Load the media so the front end of the stack comes against the front of the cassette in three steps as follows:

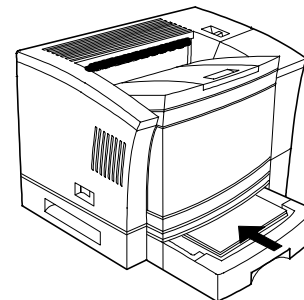
- Up to the bottom limit mark.
- Halfway to the top limit mark.

Main
CrownNet Setup
CrownNet Admin.
CrownAdmin 3
QMS 2060
Consumables
Printer Care
Printer Jams
Print Quality
Troubleshooting
Config. Menus
Specifications
Support Info.

c Up to the top limit mark.

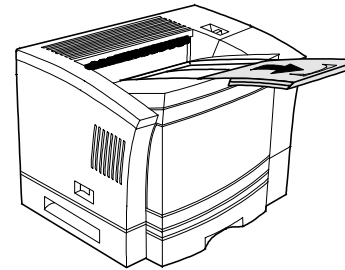


- 4 Ensure that the media stack lies flat, does not exceed the top limit mark, and is positioned under the retaining clips.
- 5 Slide the cassette back into the upper cassette feeder until it's firmly seated.



Main
CrownNet Setup
CrownNet Admin.
CrownAdmin 3
QMS 2060
Consumables
Printer Care
Printer Jams
Print Quality
Troubleshooting
Config. Menus
Specifications
Support Info.

6 Adjust the media tray to fit the media size.



- » **Note:** When printing different-sized media, set the media tray to the largest media size. If the media tray is set to a smaller media size, large-size paper will curl, block the opening (when delivered to the tray), and cause a media jam.

Load the 250-Sheet Cassette

- » **Note:** Reload media cassettes only when the printer is not actively printing.

Main

CrownNet Setup

CrownNet Admin.

CrownAdmin 3

QMS 2060

Consumables

Printer Care

Printer Jams

Print Quality

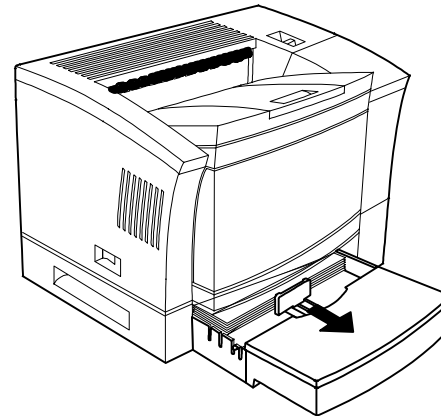
Troubleshooting

Config. Menus

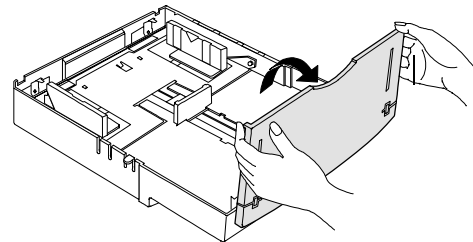
Specifications

Support Info.

1 Pull out and remove the cassette.



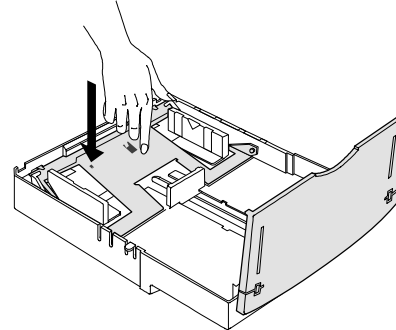
2 Open the cassette cover.



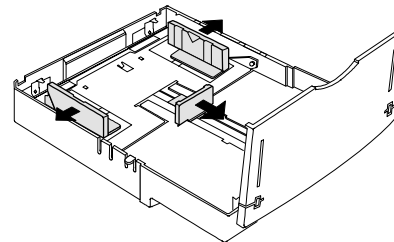
3 Position the cassette.

Main
CrownNet Setup
CrownNet Admin.
CrownAdmin 3
QMS 2060
Consumables
Printer Care
Printer Jams
Print Quality
Troubleshooting
Config. Menus
Specifications
Support Info.

The cassette has a spring in the bottom that provides some resistance when print media is placed on it. Lay the cassette flat on a hard surface and, using your left hand, push down on the plate in the cassette until it locks.

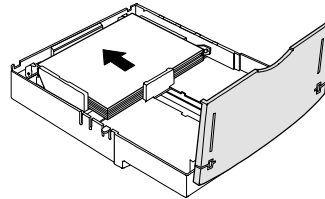


4 Adjust the media guides to fit the media size.

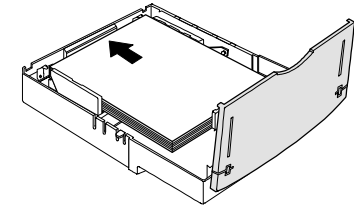
[Main](#)[CrownNet Setup](#)[CrownNet Admin.](#)[CrownAdmin 3](#)[QMS 2060](#)[Consumables](#)[Printer Care](#)[Printer Jams](#)[Print Quality](#)[Troubleshooting](#)[Config. Menus](#)[Specifications](#)[Support Info.](#)

5 Load media face-up in the universal cassette.

Long-edge First

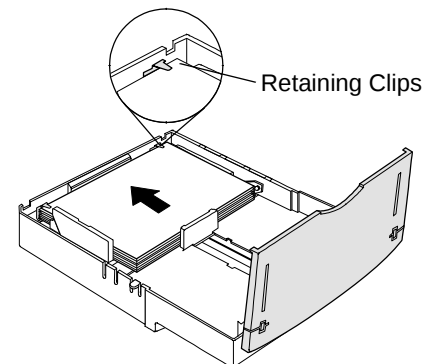


Short-edge First



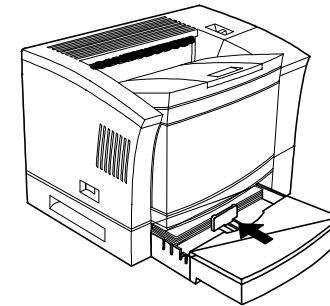
» **Note:** See the *“Print Media”* section of appendix B, *“Technical Specifications,”* in the *Reference manual* for media size feed-edge information.

6 Ensure that the media stack lies flat, does not exceed the top limit mark, and is positioned under the retaining clips.



Main
CrownNet Setup
CrownNet Admin.
CrownAdmin 3
QMS 2060
Consumables
Printer Care
Printer Jams
Print Quality
Troubleshooting
Config. Menus
Specifications
Support Info.

7 Slide the cassette back into the printer until it is firmly seated.



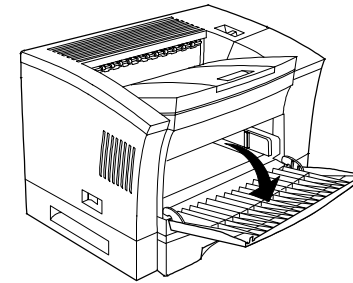
Loading the Multipurpose Tray

This section explains how to load media in the multipurpose tray. For tips on how to get the best possible printing results, see “[Envelopes: Special Considerations](#),” “[Labels: Special Considerations](#),” and “[Transparencies: Special Considerations](#),” at the end of this section.

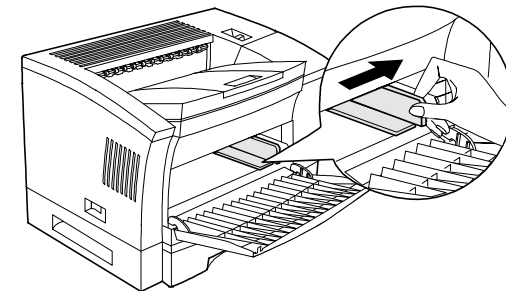
- » **Note:** A MEDIA SIZE MISMATCH error can be caused if the media in the multipurpose tray is not the media size selected for the multipurpose tray (inputbin 1). If the printer supports the media size you want, insert the correct size media in the multipurpose tray. If the printer does not support the media size you want, set Operator Control/ Multipurpose Sz to Universal to clear the error.

Main
CrownNet Setup
CrownNet Admin.
CrownAdmin 3
QMS 2060
Consumables
Printer Care
Printer Jams
Print Quality
Troubleshooting
Config. Menus
Specifications
Support Info.

1 Open the multipurpose tray.



2 Adjust the media guides on the multipurpose tray to match the width of the media you're using.



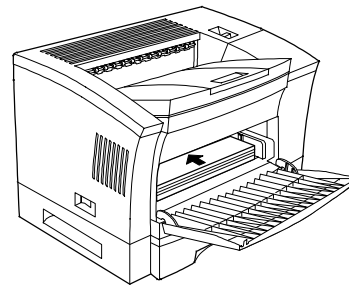
3 Align the media, and insert it print side up between the media guides, sliding it as far as it will go in the printer.

Main
CrownNet Setup
CrownNet Admin.
CrownAdmin 3
QMS 2060
Consumables
Printer Care
Printer Jams
Print Quality
Troubleshooting
Config. Menus
Specifications
Support Info.

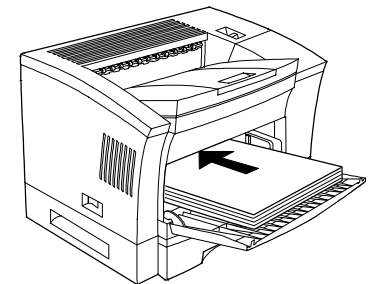
Make sure it doesn't exceed the limit mark and it fits firmly between the media guides. The multipurpose tray holds about 150 sheets of 16 to 42 lbs (20 to 157 g/m²) paper (plain or recycled), 5 transparencies, 10 envelopes, 10 labels, or 10 sheets of letterhead or thick paper.

See the, "Print Media" section of appendix B, "Technical Specifications," in the *Reference manual* for information on feed edge.

Long-edge First



Short-edge First

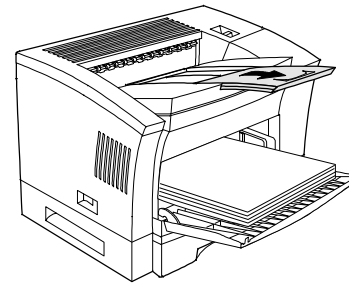


- 4 Check the media guides to make sure that they touch the sides of the print media.
- 5 For smaller-size media it may be possible to close the multipurpose tray cover. For large-size media, leave the tray cover open.

» **Note:** Do not load additional media until all the sheets in the multipurpose tray have been fed through the printer.

Main
CrownNet Setup
CrownNet Admin.
CrownAdmin 3
QMS 2060
Consumables
Printer Care
Printer Jams
Print Quality
Troubleshooting
Config. Menus
Specifications
Support Info.

6 Adjust the media tray for proper media delivery.



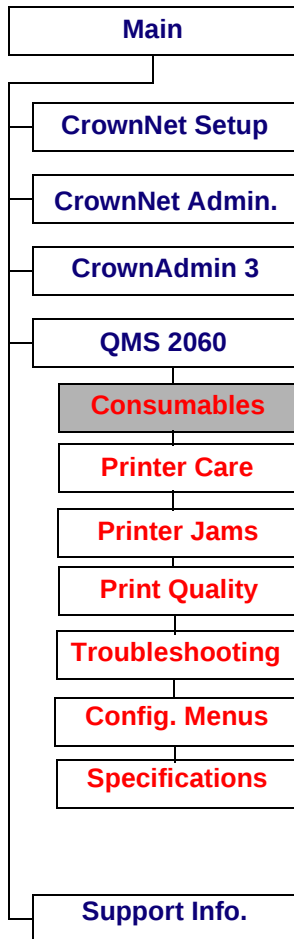
- » **Note:** When printing different-sized media, set the media tray to the largest media size. If the media tray is set to a smaller media size, large-size paper will curl, block the opening (when delivered to the output tray), and cause a media jam.

Envelopes: Special Considerations

The QMS 2060 Print System supports envelope printing from the multipurpose tray (up to 10 envelopes at a time):

- Use landscape orientation to create the envelope text in your application.
- When formatting data for envelopes, leave a 0.16" (4.06 mm) margin from the edges of the envelope.

Main
CrownNet Setup
CrownNet Admin.
CrownAdmin 3
QMS 2060
Consumables
Printer Care
Printer Jams
Print Quality
Troubleshooting
Config. Menus
Specifications
Support Info.



■ Before printing envelopes

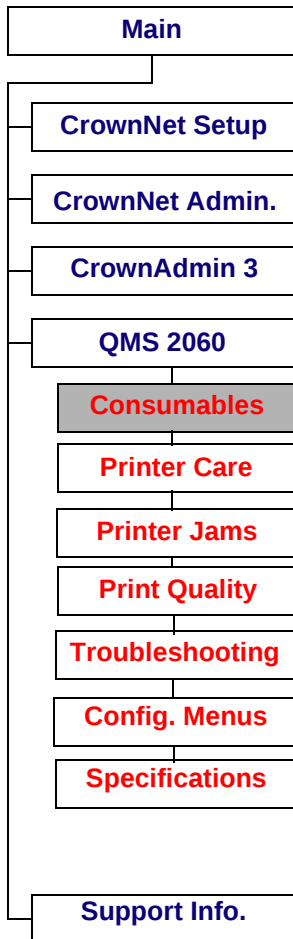
- Disable the duplexer if it's installed.
- Remember that you can print only on the address side of the envelope.
- Make sure that the media guides are set to the height of the envelope. (Media jams or misfeeds may occur if they are too loose or too tight.)

■ Keep the following conditions in mind when choosing an envelope:

- It must not contain any fasteners, clasps, windows, or peel-off strips otherwise the printer may be seriously damaged.
- Its edges must be square and it must not be wrinkled, torn, or curled.

■ Use common office envelopes with diagonal joints, ordinary gummed flaps, and sharp folds and edges. The following sizes are supported:

- Commercial 10
- International DL



—Monarch

—International C5

■ Don't use

—Envelopes with flaps that are the full width of the envelope if the flap is glued to something other than the mating surface.

—Envelopes with transparent windows.

—Envelopes with fasteners.

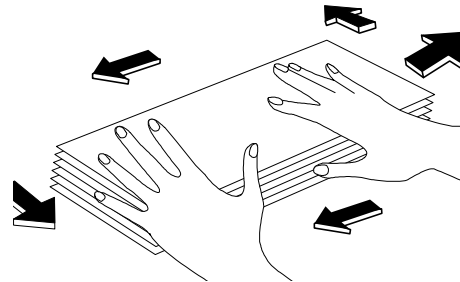
Some parts of the envelope consist of three layers of paper—the front, back, and flap. Print in these layered regions may be lost or faded.

See your application documentation for specific information on printing envelopes, and see [chapter 4, “Printer Configuration,” of the Reference manual](#) for information on how to set the envelope size.

Main
CrownNet Setup
CrownNet Admin.
CrownAdmin 3
QMS 2060
Consumables
Printer Care
Printer Jams
Print Quality
Troubleshooting
Config. Menus
Specifications
Support Info.

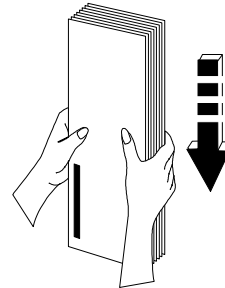
Loading Envelopes in the Multipurpose Tray

- 1 Place the envelopes on a flat surface and flatten them by pressing down the corners in the directions shown.

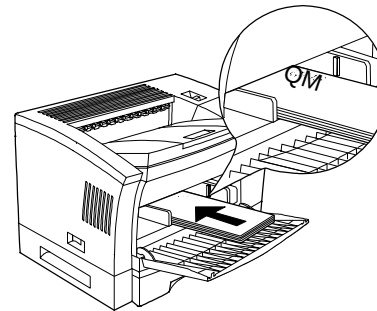


- 2 Flex the envelope stack (including the edges) to remove any stiffness.

- 3 Correct any dog-eared corners, then tap the envelopes on a flat surface to align.



- 4 Open the multipurpose tray.
- 5 Adjust the media guides to the width of the envelopes.



Make sure the guides are not too tight, so the envelopes will not buckle.

Main

CrownNet Setup

CrownNet Admin.

CrownAdmin 3

QMS 2060

Consumables

Printer Care

Printer Jams

Print Quality

Troubleshooting

Config. Menus

Specifications

Support Info.

- 6 Slide the envelope stack into the printer as far as it will go, with the print side facing up and the flap on your right.**
- 7 Open the flap immediately after it passes through the printer, before the seal cools.**

Because envelopes pass through heated rollers, the gummed area on the flap may seal. You may then reseal it in the usual manner. The use of envelopes with emulsion-based glue avoids this problem.

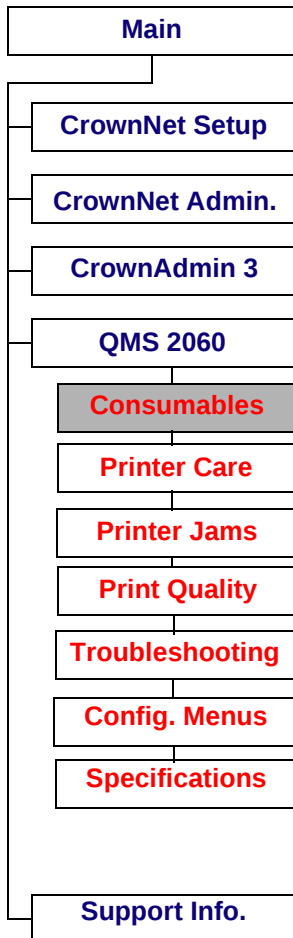
Labels: Special Considerations

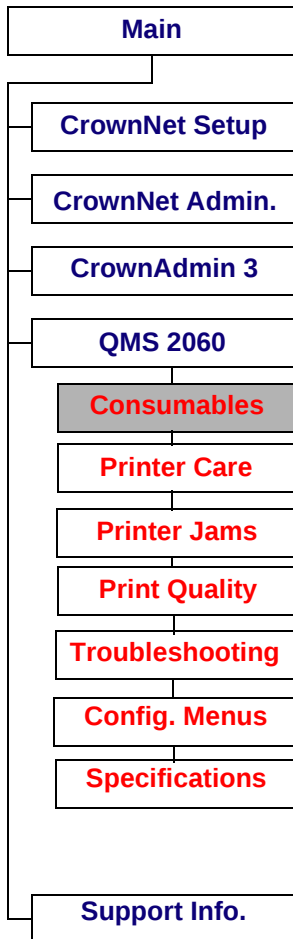
Your printer supports label printing from the multipurpose tray (up to 10 sheets at a time). Adhesive label stock has pressure-sensitive (peel and stick) adhesive backing. A label consists of a face sheet, the adhesive, and the carrier sheet. The face sheet printing surface must adhere to the plain paper specifications described in [“Specifications”](#) section.

The label printing surface must cover the entire carrier sheet, and no adhesive should come through on the surface. The adhesive and carrier sheet must withstand the fusing temperature (200°C/392° F).

Avery 5160 stock is qualified for use in this printer.

Keep the following in mind when printing labels:





- Avoid using labels with exposed adhesive; it may stick to the toner cartridge or the fixing roller, causing labels to peel off and printer jams to occur.
- Format label data in your application. Try printing your data on a plain sheet of media first to check placement. This reduces the number of label sheets you use.
- Before printing labels, disable the duplexer if it's installed, and check the manual feed guides to make sure they're not too tight and buckling the labels.

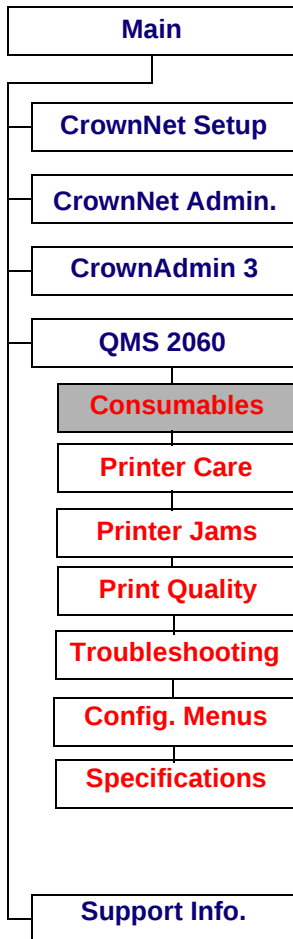
Loading Labels in the Multipurpose Tray

Load the labels lengthwise (long edge first), face up, and with the top of the page toward the right-hand side of the printer.

See your application documentation for specific information on printing labels.

Letterhead and Memo Media: Special Considerations

Your printer supports the printing of letterhead or memo paper in two ways:



- From the multipurpose tray (up to 10 sheets)
- From a cassette (standard or optional—up to 400 sheets)

Keep in mind the following:

- The letterhead and memo paper must adhere to the media specifications described in “Specifications” section.
- Format the information that is to print on letterhead or memo paper from within your application. Try printing the formatted information on a plain sheet of paper first to check placement.

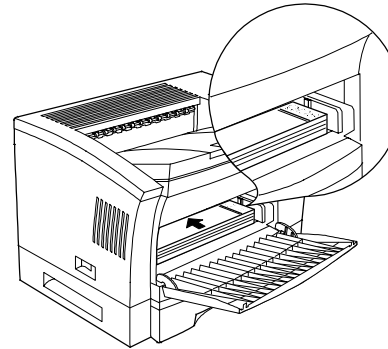
See your application documentation for specific information on printing.

Loading Letterhead and Memo Media

Load the letterhead or memo media in the multipurpose tray or the cassette the same as you would load other media, with the following exceptions:

- Adjust the multipurpose tray media guides to fit the letterhead or memo media size.

- Insert the letterhead or memo media long-edge first, face up, with the top of the page facing towards the right hand side of the printer.



Odd-size Media: Special Considerations

Odd-size media is printed from the multipurpose tray. Keep in mind the following considerations:

- Use only 16 to 42 lbs (20 to 157 g/m²) odd-size paper recommended for laser printers.
- Do not use perforated paper (including 3-hole-punched paper).

[Main](#)[CrownNet Setup](#)[CrownNet Admin.](#)[CrownAdmin 3](#)[QMS 2060](#)[Consumables](#)[Printer Care](#)[Printer Jams](#)[Print Quality](#)[Troubleshooting](#)[Config. Menus](#)[Specifications](#)[Support Info.](#)

Transparencies: Special Considerations

Your printer supports the printing of transparencies:

- From the multipurpose tray (up to 10 sheets)

The transparencies must adhere to the media specifications described in the “Specifications” section.

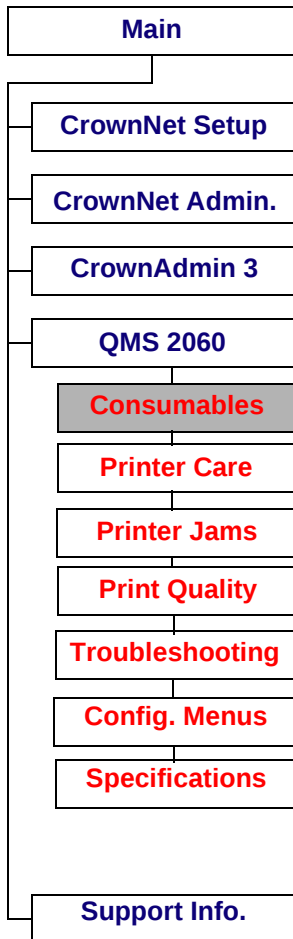
Format the information that is to print on the transparencies from within your application. Try printing the formatted information on a plain sheet of paper first to check placement.

See your application documentation for specific information on printing.

Printing Transparencies

Load the transparencies in the multipurpose tray the same as specified for other media in earlier in this chapter, with the following exceptions:

- Adjust the multipurpose tray guides to fit the transparency size.
- Insert the transparencies long-edge first, printing side up, with the top of the page to the right hand side of the tray. The correct print side is usually marked on the transparency package.



- Load up to 10 transparencies at a time in the multipurpose tray. Loading a larger number of transparencies at a time may cause static buildup.
- Keep the paper path clean. Transparencies are especially sensitive to a dirty paper path. If there are shadows on either the top or the bottom of the sheets, refer to the “Printer Care,” section for instructions on how to clean the printer.
- Remove each transparency from the output tray before the next sheet is printed to prevent jams or misfeeds.

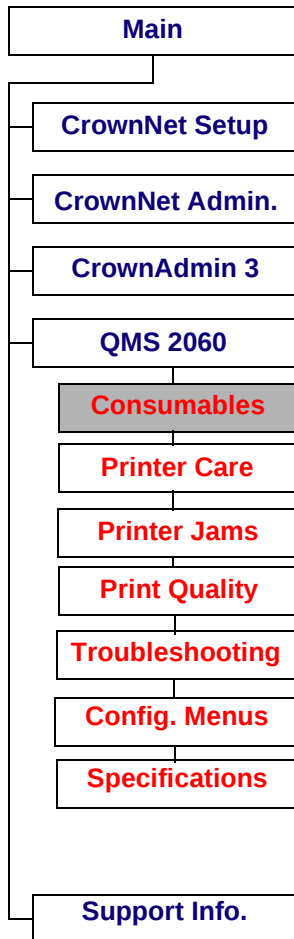
Postcards

Your printer supports printing thick paper 24 to 42 lbs (90 to 157 g/m²) only from the multipurpose tray (up to 10 sheets at a time).

This media must adhere to the media specifications described in appendix the “[Specifications](#)” section.

Format the information that is to print on the media from within your application. Try printing the formatted information on a plain sheet of paper first to check placement.

See your application documentation for specific information on printing.



Printing on Postcard Stock

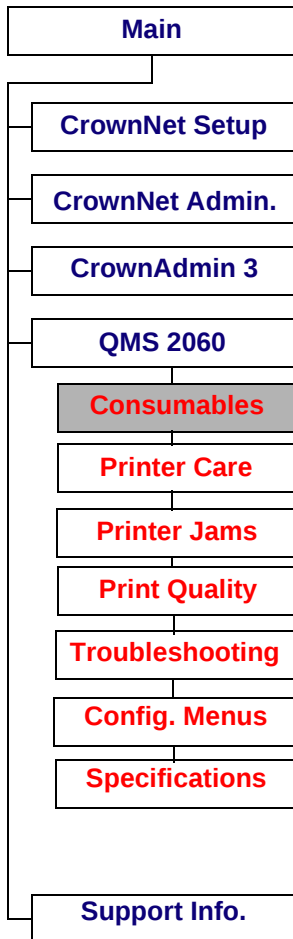
Load this media in the multipurpose tray the same way you would load other media, with the following exception:

- Adjust the multipurpose tray guides to fit the postcard size.
- Insert the media short edge first with the printing surface face up.
- Use the same text as envelope to show orientation.

Using Toner Cartridges

Toner Cartridge Life

The toner cartridge contains enough toner to print about 10,000 letter/A4-size pages at normal (5%) page coverage. If the printer is run entirely in Conserve Toner mode (Administration/Engine/Conserve Toner menu), a toner cartridge lasts for over 35,000 letter/A4-size pages at normal (5%) page coverage.



Extending Toner Cartridge Life

Redistributing Toner

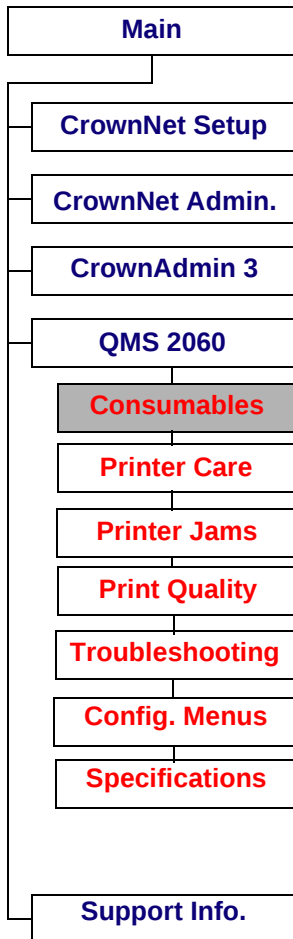
When the toner supply is low, **TONER LOW** displays in the printer's message window, and parts of the page usually start printing lighter than normal.

Sometimes, you can increase the life of the toner cartridge by taking it out of the printer and redistributing the toner—hold the cartridge with both hands and then gently rock it from side-to-side (as you do for a new cartridge) five or six times. If the **TONER LOW** message remains in the message window, you must replace the toner cartridge, as described later in this chapter.

Conserving Toner

To help you lower your printing costs, your printer provides an option called **Conserve Toner**, which simulates draft-quality printing. The printer reduces the amount of toner used during printing by screening the black dots in a 1:3.5 ratio. In other words, 1 black dot prints for every 3.5 black dots that would print in normal printing mode.

The **Conserve Toner** option can be enabled and disabled through your printer driver or through the Administration/Engine/Print Quality menu.



- » **Note:** *The Conserve Toner option is designed for draft printing only. Turn off Conserve Toner when printing proof or final copies of documents to avoid any possible distortion of patterns, halftone, and images.*

Toner Cartridge Handling

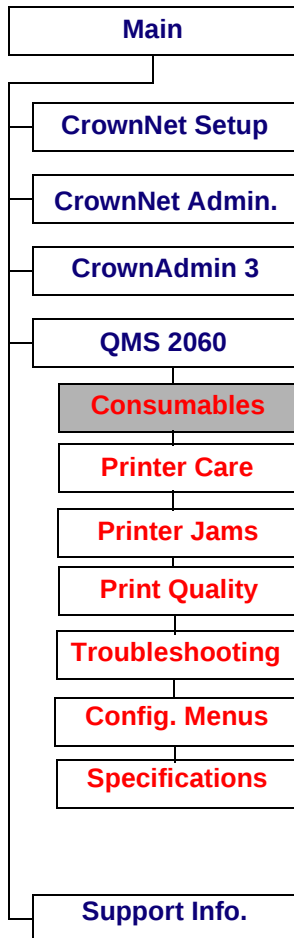
The cartridge contains the toner and laser-sensitive drum needed to operate the laser printer.

- The cartridge has a wide opening for the laser beam guided via the reflecting mirror. Be careful not to drop any foreign objects, such as clips or pins into the cartridge, when handling and installing the cartridge.
- The drum is extremely sensitive to light and may deteriorate if exposed to bright light; don't open or touch the drum protective shutter.

Toner Cartridge Storage

The toner cartridge

- Should be kept in its protective bag until you're ready to install it.
- Is sensitive to bright light. Don't store it in direct sunlight or room light (more than 1500 lux). Store it flat in a cool, dry location away from sun-



light. The maximum storage temperature is 95° F (35° C) and the maximum storage humidity is 80% without condensation.

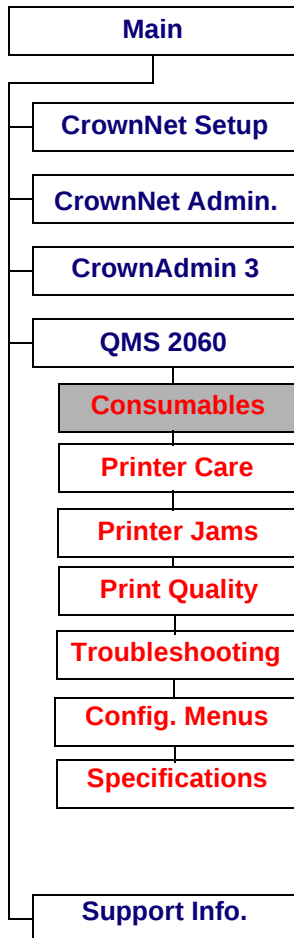
- Should be kept level during storage. Don't stand or store the cartridge on its end or turn upside down; the toner inside the cartridge may become caked or unequally distributed.
- Should be kept away from salty air environments, corrosive gases such as aerosols, and extreme heat or humidity.
- Should be kept away from monitors, disk drives, and floppy disks. The magnets in the cartridge can damage stored data.

Refilled Toner Cartridges

Refilled toner cartridges may produce variations in toner quality and reliability, thus reducing the print quality of your documents. In addition, toner leaks, which are common with some refilled cartridges, affect your warranty.

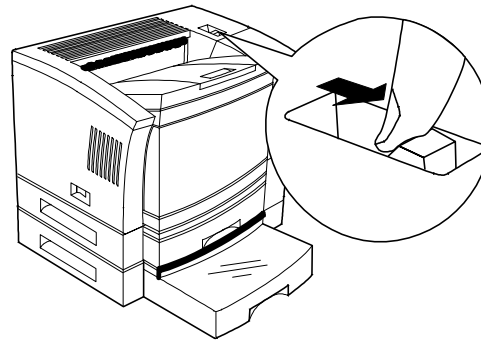
Replacing a Toner Cartridge

You may purchase additional cartridges from your QMS vendor



Removing an Empty Toner Cartridge

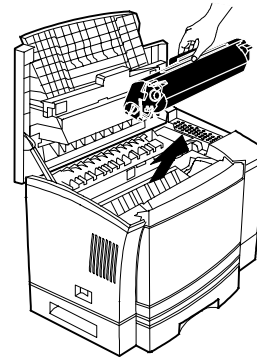
- 1 Press the upper unit lock release button and open the top cover.



- 2 Remove the empty toner cartridge.

[Main](#)[CrownNet Setup](#)[CrownNet Admin.](#)[CrownAdmin 3](#)[QMS 2060](#)[Consumables](#)[Printer Care](#)[Printer Jams](#)[Print Quality](#)[Troubleshooting](#)[Config. Menus](#)[Specifications](#)[Support Info.](#)

While grasping the grip area of the empty toner cartridge, remove the cartridge by pulling it up and then towards you.



- » **Note:** Put the old toner cartridge in a trash receptacle. Do not dispose of it by burning.
- ▲ **Caution:** Remember that each time you replace the toner cartridge, you should remove any residual toner powder from inside the printer. Installing a New Toner Cartridge
- » **Note:** The toner cartridge is sensitive to bright light. Do not remove the cartridge from its protective bag until you are ready to install it. Store the cartridge in an environment that is not subject to extreme heat or humidity, salty air, or corrosive gases, such as aerosols. Keep the toner cartridge away from your computer. The magnets in the cartridge can damage data, particularly on your floppy disks.

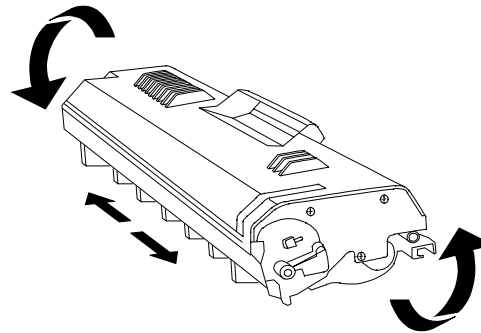
1 Lift the toner cartridge out of its shipping carton, open the protective bag, and remove the cartridge.

Main
CrownNet Setup
CrownNet Admin.
CrownAdmin 3
QMS 2060
Consumables
Printer Care
Printer Jams
Print Quality
Troubleshooting
Config. Menus
Specifications
Support Info.

- » **Note:** After taking the toner cartridge from its protective bag, do not open the cover or touch the OPC drum of the toner cartridge because it may deteriorate the drum and reduce print quality.

2 Distribute the toner in the cartridge.

Hold the cartridge with both hands, and gently rock it from side-to-side five or six times to distribute the toner.

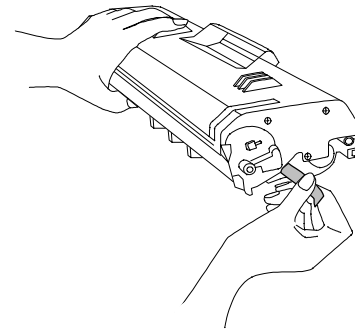


3 Remove the tape seal.

Holding the cartridge in place with your left hand, use your right hand to grasp the tab on the right side of the toner cartridge.

Main
CrownNet Setup
CrownNet Admin.
CrownAdmin 3
QMS 2060
Consumables
Printer Care
Printer Jams
Print Quality
Troubleshooting
Config. Menus
Specifications
Support Info.

Pull the plastic strip straight out. If the strip breaks, grasp the clear part of the tape seal and pull it straight out. Discard both the strip and the tape seal.

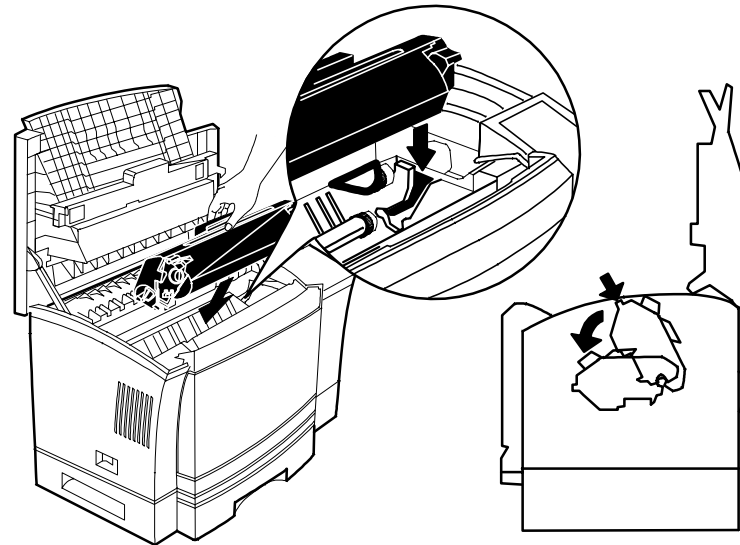


4 Slide the toner cartridge in the printer.

Hold the grooved area on the toner cartridge with your right hand, then with the arrow on the toner cartridge facing away from you angle the cartridge down into the printer.

Main
CrownNet Setup
CrownNet Admin.
CrownAdmin 3
QMS 2060
Consumables
Printer Care
Printer Jams
Print Quality
Troubleshooting
Config. Menus
Specifications
Support Info.

Place the cartridge on the rails inside the upper unit of the printer, and gently slide it straight down until it is firmly seated.



5 Close the printer's top cover.

[Main](#)[CrownNet Setup](#)[CrownNet Admin.](#)[CrownAdmin 3](#)[QMS 2060](#)[Consumables](#)[Printer Care](#)[Printer Jams](#)[Print Quality](#)[Troubleshooting](#)[Config. Menus](#)[Specifications](#)[Support Info.](#)